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# decision review

When your review is complete, we'll mail you a decision packet that includes details about the decision on your case.

## What should I do while I wait?

You don't need to do anything unless we send you a letter asking for more information. If we schedule any exams for you, be sure not to miss them.

If you requested a decision review and haven't heard back from us yet, please don't request another review. Call us at [800-827-1000](tel:800-827-1000) (TTY: 711).

If you've filed a request for a decision review, we may randomly select you to receive an email with a short, optional survey. If selected, you'll get a survey about 10 days after we receive your request for a decision review. You aren't required to fill it out, but your feedback will help us improve the new decision reviews process. It takes about 3 minutes to answer the questions. Please review your VA.gov profile to make sure we have your most recent email address.

[Find out how to \(https://www.va.gov/change-address\)](https://www.va.gov/change-address) [update your email address \(https://www.va.gov/change-address\)](https://www.va.gov/change-address)

You may also be able to check the status of your decision review online.

**[Check your decision review status \(https://www.va.gov/claim-or-appeal-status\)](https://www.va.gov/claim-or-appeal-status)**

# What if I need help?

A Veterans Service Organization or VA-accredited attorney or agent can help with any questions you have about decision reviews.

[Get help with decision reviews \(https://www.va.gov/decision-reviews/get-help-with-review-request\)](https://www.va.gov/decision-reviews/get-help-with-review-request).

## Can I choose a different review option after I've submitted a form?

You may be able to switch your request to a different option.

**Note:** If we already completed a Higher-Level Review for your case, you can't request another Higher-Level Review. And if we already completed a Board Appeal for your case, you can't request another Board Appeal.

### If you've already submitted a Supplemental Claim or Higher-Level Review

If we haven't decided your Supplemental Claim or Higher-Level Review, you can switch to a new review option.

The deadline depends on which option you're switching to:

- You can switch to a Higher-Level Review or Board Appeal if you're still within 1 year from the date on your decision letter.
- You can switch to a Supplemental Claim at any time. But we recommend switching within 1 year from the date on your decision letter.

To switch to a different review option, send us a signed letter that says you want to withdraw your original decision review request. Submit a new request for the review option you want.

[Learn more about decision review options](#)

<https://www.va.gov/resources/choosing-a-decision-review-option>

## To switch after you've already submitted a Board Appeal

You can switch if both of these are true:

- You haven't submitted new evidence or had a hearing, **and**
- The Board hasn't decided your case

The deadline depends on which option you're switching to:

- You can switch to a Higher-Level Review or Board Appeal if you're still within 1 year from the date on your decision letter.
- You can switch to a Supplemental Claim at any time. But we recommend switching within 1 year from the date on your decision letter.

To switch to a different review option, submit a new decision review request for the review option you want. Include a signed letter that says you want to withdraw your original Board Appeal request.

## To switch to a different type of Board Appeal

You can switch if all of these are true:

- You haven't submitted new evidence or had a hearing, **and**
- The Board hasn't decided your case, **and**
- You're still within 1 year from the date on your original VA decision letter or 60 days from your original Board Appeal request, whichever is later

To switch to a different type of Board Appeal, submit a new Board Appeal request and select the type you want. You don't need to withdraw your original request.

[Learn more about Board Appeals](https://www.va.gov/decision-reviews/board-appeal) (<https://www.va.gov/decision-reviews/board-appeal>).

# What if I have more questions?

Get answers to frequently asked questions about decision reviews.

[Go to FAQs about decision reviews \(https://www.va.gov/decision-reviews/faq\).](https://www.va.gov/decision-reviews/faq)

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Last updated: May 16, 2025